

Home Maintenance Help

Service Master - Offers links to contractors and maintenance people in your area. http://www.servicemaster.com/homepage.dsp?url=/homepage.dsp&partnerId=42144D66-7AC9-11D5-9CB7-00508B94D63B&adName=Google_AdWords_Home_052302

Jeeves Handyman Service - Will do most small jobs from fixing a leak to hanging holiday decorations.
<http://www.jeeveshandyman.com/>

For more support, information and resources, please visit the Family Liaison Office Website at:

<http://www.state.gov/m/dghr/flo/c14521.htm>



Family Liaison Office
U.S. Department of State
Harry S Truman Building
Room 1239, Washington, DC 20520
Tel (202) 647-1076; (800) 440-0397; FAX (202) 647-1670
Internet: <http://www.state.gov/flo>
Intranet: <http://hrweb.hr.state.gov/flo/index.html>

An Unaccompanied Tour:

Learning to Manage a Temporary Separation



The Family Liaison Office

U.S. Department of State



The Family Liaison Office has prepared this information for you to keep at the ready while your spouse is away, serving the Department at an unaccompanied post. We know that this will be difficult and that you will have questions and concerns. We hope that this mini-guide will help to introduce you to the many resources that are on our website. Please remember, we stand ready to assist you and do not hesitate to contact us.

*-Faye Barnes
Director*

Published by the Family Liaison Office
May 2005

Personal Contingency Planning Checklist:

If you are a spouse of a Foreign Service employee anticipating service at an unaccompanied post, you may find this checklist helpful. These are suggested actions to take before the employee leaves for post.

- Make or update will.
- Update beneficiaries on all insurance policies.
- Discuss with your family what to do in case of an emergency.
- Make a list of Emergency Notification numbers (contacting employee, in case of illness, death).
- Be aware that most life insurance plans do not cover deaths in terrorist or "perils of war" incidents. However, both Federal Employees Group Life Insurance (FEGLI) and American Foreign Service Protective Association (AFSPA) life insurance plans do offer coverage for such an event.
- Execute a current power of attorney so that you can transact business on employee's behalf. Have several originals and copies made.
- Establish at least one joint checking account with spouse.
- Establish credit that will be adequate for emergencies. Obtain credit cards for both employee and spouse.
- Get an automatic teller machine (ATM) card for your bank account that can be used throughout the U.S. and internationally. Make sure both spouses know the personal identification number (PIN).

Following documents should be placed in a safe depository in the U.S.:

- Copy of will(s). Originals should be left with lawyer or executor, not in safe depository.
- Power of attorney (one of the originals)
- Marriage certificates
- Naturalization papers
- Military discharge papers
- Deeds
- Mortgages
- Stocks and bonds
- Insurance papers – life, health, car, house





HomeFrontUS

HomeFrontUS is an online listserv designed to support family members of U.S. Government employees serving overseas at unaccompanied posts.

This free easy-to-use listserv provides an arena for private e-mail dialog

and instant messaging capabilities for its members to share their experiences. Spouses, children, parents and siblings of employees posted to unaccompanied Embassies and consulate are invited to join.

If you are interested in becoming a part of this group please contact Naomi Ritchie at ritchienf@state.gov or telephone the Department of State Family Liaison Office at (202) 647-1076; 1(800) 440-0397. She will send you an invitation to join which includes instructions of how to subscribe.

In Our Own Words

<http://www.state.gov/m/dghr/flo/c14539.htm>

"My husband spent months living and working in a place that was mortared almost daily, surrounded by military and private security professionals who did amazing, incredibly courageous work to keep their personnel alive and operations functioning. He also worked with other civilians like himself who risked life and limb every day to do the serious work of reconstruction and preparing the way for democracy. Then he came home to a place where nothing seemed very important; in fact it all seemed downright petty, mindless, and stupid, including the people here. He expressed anger and frustration that everyone around him could be so lacking in heroism and valor. I felt lumped in with that assessment, and it hurt a lot."

"My son wondered why his Dad had to go to the city for "BadDad" confusing the name Baghdad and was convinced that his Daddy must have done something terrible."

"Handling the logistics of every day life and home ownership has been a huge challenge, but one made a lot easier with the other men in my life – Rob, Steve, Danny, Jim, Chris, etc. These "other men" have been my landscaper, yard maintenance service, painter, handyman, etc. "

Where to Start?

Taking an assignment at an unaccompanied post, or being assigned to a post that becomes unaccompanied, impacts the Foreign Service employee and family members in a number of different ways, both large and small.

The employee will often find him or her self in a dangerous environment, unlike previous assignments. The family will have to cope with everyday issues without their spouse's participation. Children may act out their anger over the departure of one parent. Parents of the employee may present their own concerns regarding the assignment. And this is just the beginning.

The Family Liaison Office offers you a wealth of information on the FLO Internet site at <http://www.state.gov/m/dghr/flo/c14521.htm>. The website provides a starting point in helping you to make the best of what can be a difficult situation. It is also a place where you will read the stories of others who have been in a similar situation. Our hope is that this site will help you to find a sense of community within the Foreign Service family.



Important Department of State Contacts and Websites

Department of State Operations Center (for emergencies only): (202) 647-1817; email - SES-O@state.gov

Department of State Main Operator:
(202) 647-4000

The Family Liaison Office:
(202) 647-1076 or (800) 440-0397; email - flo@state.gov
<http://www.state.gov/m/dghr/flo/c14521.htm>

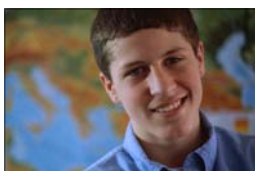
Office of Casualty Assistance:
(202) 736-4302; email - oca@state.gov
The Office of Casualty Assistance (OCA) provides administrative assistance and on-going support to families following the death of a US citizen Department of State employee serving abroad or their family member, or of a Department of State employee in the United States.

FLO's Support Services Officer:

(202) 647-3179; email - FLOAskEvacuations@state.gov

Office of Allowances:

(202) 261-1121; <http://www.state.gov/m/a/als>



The Office of Allowances in the Bureau of Administration develops and coordinates policies, regulations, standards, and procedures to administer the government-wide allowances and benefits program abroad under the Department of State Standardized Regulations (DSSR).

- **Travel of Children of Separated Families**
<http://www.state.gov/m/dghr/flo/2080.htm>
- **Separate Maintenance Allowance Regulations (DSSR 260)**
<http://www.state.gov/m/a/als/1739.htm>
- **Separate Maintenance Allowances Questions and Answers**
<http://www.state.gov/m/dghr/flo/rsrscs/pubs/2049.htm>

Sample of FLO Internet Resources and Publications

Long Distance Relationships and Separated Tours:

When Couples Live Apart - Addresses the difficulties and ways to overcome them when living apart from your spouse.

<http://www.state.gov/m/dghr/flo/rsrscs/pubs/12511.htm>

Evacuation Plan: Don't Leave Home Without It -

Offers sound advice on keeping your affairs in order

<http://www.state.gov/documents/organization/2083.pdf>

Survivor's Checklist: In Case of the Death of a Loved One

<http://www.state.gov/documents/organization/9494.pdf>

Talking with Youth about War, Crisis, Natural Disasters

<http://www.state.gov/m/dghr/flo/c8894.htm>

Lessons Learned from the Military - Family resources

<http://www.state.gov/m/dghr/flo/c14555.htm>

FLO Family Member Employment Homepage - Provides a wealth of information on every aspect of family member employment.

<http://www.state.gov/m/dghr/flo/c1959.htm>

To Subscribe to FLO e-publications

<http://www.state.gov/m/dghr/flo/c9156.htm>

Other Government Resources

IQ:Information Quest

<http://www.worklife4you.com/>

The Department of State's resource and referral service for employees and their family members. Help is available for just about anything you can think of, including settling into your home, finding care for an elderly parent, getting a good attorney, home repair, medical referrals, and school information, to mention just a few. This service is contracted by the Department of State with IQ InfoQuest. **Instructions on accessing this service:** <https://www.worklife4you.com/registration/register.rtml?generic=true>

Payroll Customer Support Center

Call toll free 1(800) 521-2553 or 1(877) 865-0760

If you are in Charleston call (746-0538 (X60538)

PayHelp@state.gov

The Payroll Customer Support Center provides a single point of contact for DoS domestic and overseas American employees with questions regarding salary payments, withholdings, or time and attendance.



Transition Center at the Foreign Service Institute

<http://www.state.gov/m/fsi/tc/c1932.htm>

Information on returning to Washington. Courses for family members on various aspects of Foreign Service life, including maintaining long-distance relationships.

Employee Consultation Service

(202) 663-1815; email - MEDECS@state.gov

<http://www.state.gov/m/dghr/flo/2081.htm>

ECS offers limited free, confidential counseling by Department of State licensed clinical social workers.

Spouse Badge to the Department of State Buildings

To strengthen support for families on unaccompanied tours, a badge providing access to State buildings (HST, FSI, SA-1) may be issued to you. Your spouse must request a badge for you from the Executive Director of his/her bureau. The Executive Director must then sponsor you by completing form DS-1838. Your spouse will be informed by the Executive Director when your badge is available. Contact FLO's Support Services Officer at (202) 647-3179 for more information.